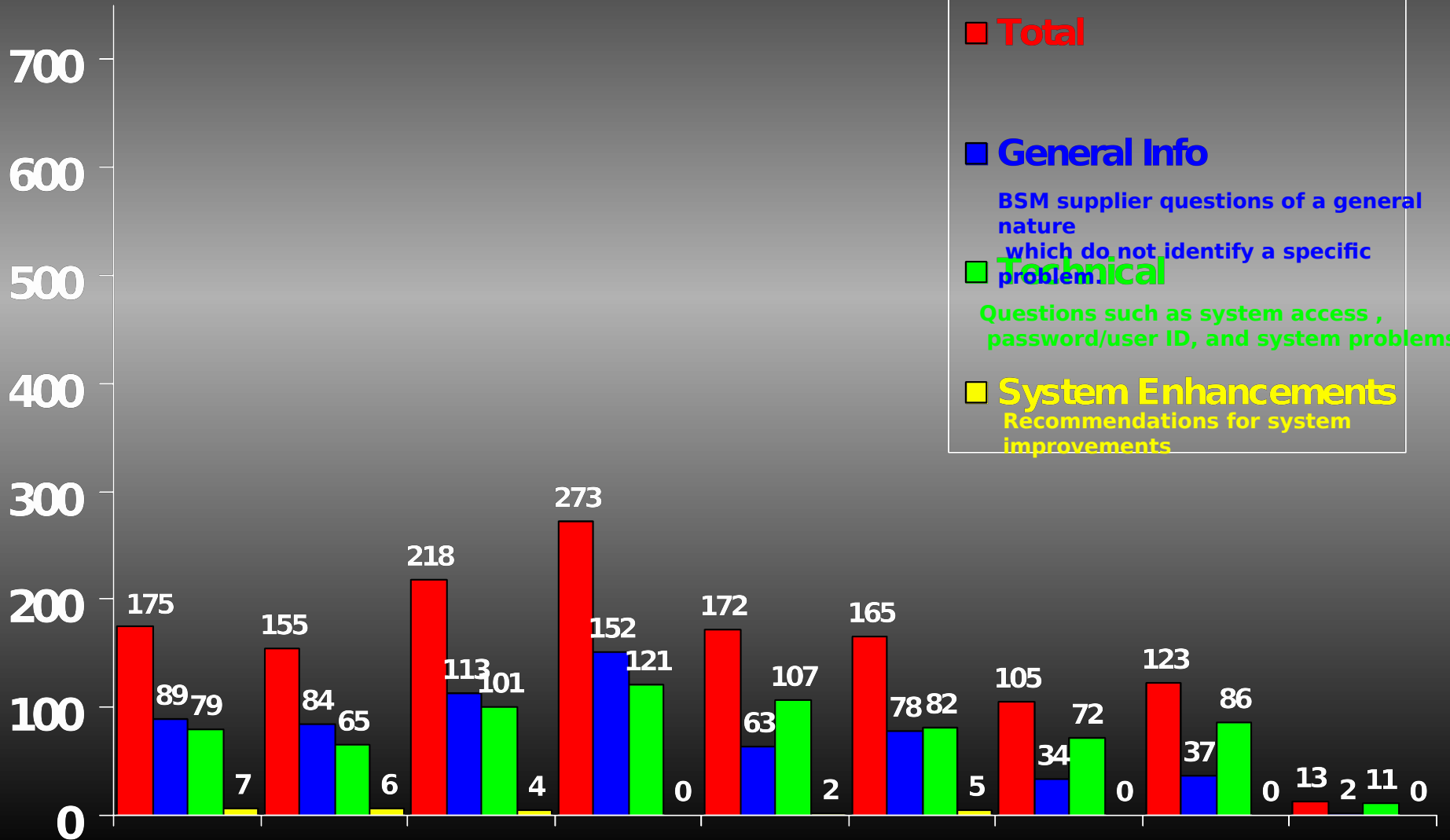




SRweb RELATED CONTACTS

As of 4 Sep 03



Total

General Info

BSM supplier questions of a general nature which do not identify a specific problem.

Technical

Questions such as system access, password/user ID, and system problems.

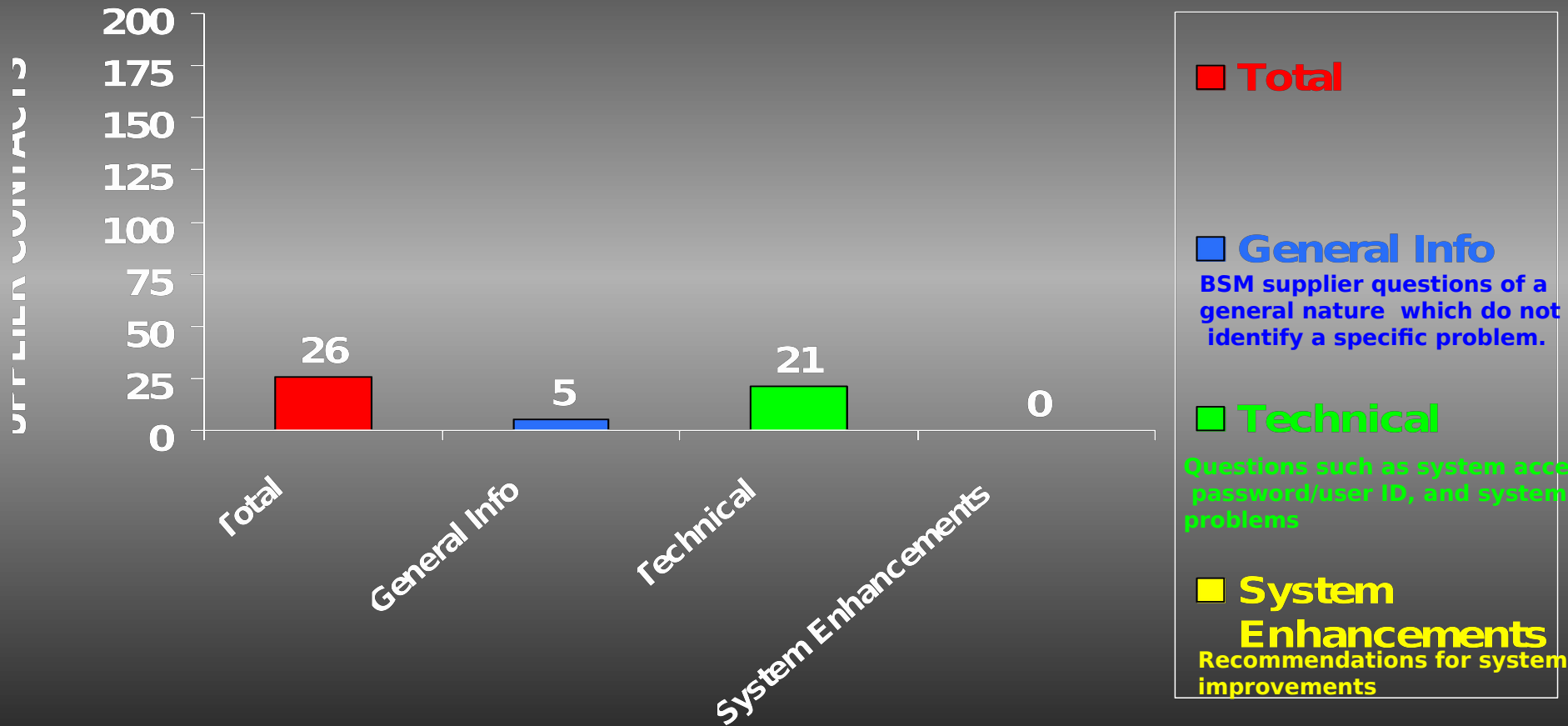
System Enhancements

Recommendations for system improvements.



SRweb RELATED CONTACTS

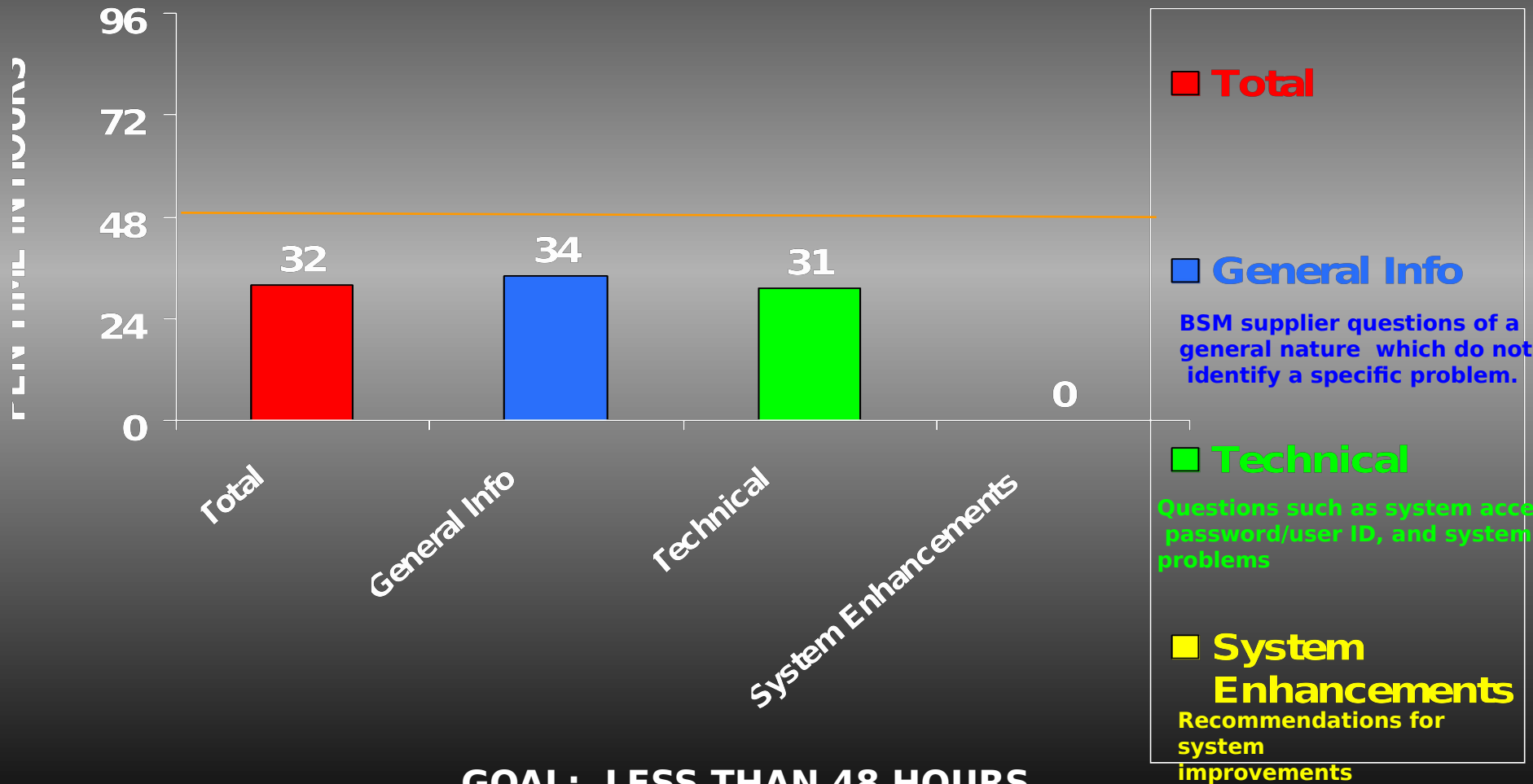
WEEK OF 29 Aug - 4 Sep 03





SRweb ISSUES

Average Resolution Time
29 Aug - 4 Sep 03

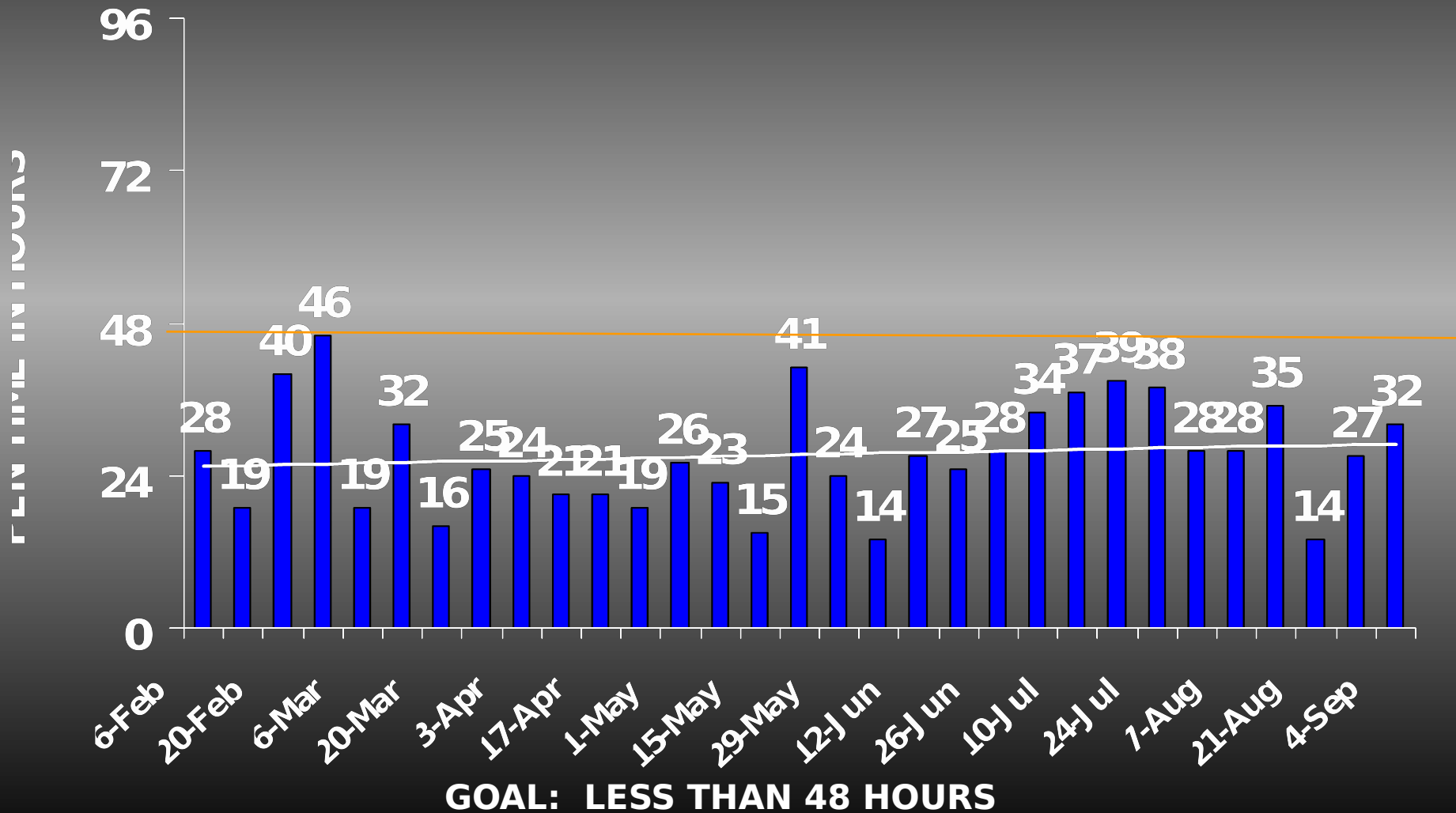


GOAL: LESS THAN 48 HOURS



SRweb ISSUES

Average Resolution Time (Trend)





AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR
SUSPENSE

AS OF 28 Aug 03

